## **USER SATISFACTION SURVEY 2021** S, EGN S Legend 2020 results The questionnaire has been filled by **26**<sup>(\*)</sup> Safety of Life (SoL) **124** 18(\*) **EDAS** Non-EGNOS **EGNOS Users 22**<sub>(\*)</sub> 24 Open Service (OS) respondents **Users** (\*) Each respondent can use more than one service. EGNOS TIME SERVICE SATISFACTION PER MARKET SEGMENT 118.7 **5** respondents are using 15 respondents 48 respondents **EGNOS Time Service. Global Satisfaction Agriculture** Aviation 9.0 7 9.4 0 respondents 3 respondents Grading scale of 10 points 11% could be interested in using this service. **EGNOS SUPPORT Maritime** Rail 5 respondents 8 respondents 2 respondents www **SUPPORT** Road Sur. & Map. LBS (\*) **Support Website NOTE.-** 6 respondents marked "other" Market segment. (\*) LBS = Location-Based Services. Your SATISFACTION is our reason for being! 8.5 (\*) Each respondent can use more than one service. 38 respondents **EGNOS SERVICES** did not indicate their EGNOS Service. 30% 25% **Documentation** EGNOS Users (\*) EGNOS Users (\*) EGNOS Users (\*) Sol OS **EDAS** 9.0 8.1 Helpdesk **Performance** 8.5 9.2 **8.2** ▼

**EGNOS SoL** 

coverage

8.6

**EGNOS OS** 

accuracy

8.6

**EGNOS OS** 

availability

8.4

**EGNOS OS** 

coverage

9.0

**EGNOS SoL** 

accuracy

9.2

**EGNOS SoL** 

availability

8.6

**EGNOS SoL** 

continuity

8.4